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Research Synopsis

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Title -

Impact of Bihar Right To Public Grievance Redressal Act (BRPGRA- 2015) on Good Governance

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TITLE

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INTRODUCTION

Governance is an ancient concept, intertwined with the very essence of government, traced back to the French word's "governance'' and ''government''. In the early days, these terms closely mirrored each other, encompassing the actions and methods of governing. The notion of good governance finds roots in Indian civilization, where rulers adhered to "dharma'', specifically known as Raj dharma, a commitment to ensuring the well- being of the people. Despite the prevalence of monarchy, there was no room for theories advocating divine rights or arbitrary rule.

Good Governance is a combination of two words; 'Good' and 'Governance'. The word 'Good' is derived from the word 'God' and carries an innate sense of judgement and the word 'governance' simply means the process by which decisions are implemented (or not implemented). In a combination, the term basically means the process by which public institutions formulate public policies and conduct public affairs in order to ensure a good life for the citizens. To grasp the concept of good governance, it's crucial to comprehend the underlying terms and concepts. Good governance is intricately linked with governance, making it essential to define and understand the fundamental meaning of governance before attempting to define good governance.

Governance traditionally pertains to political systems and the exercise of power in managing a country's economic and social resources for development. However, the term has broader implications, with varying theoretical formulations and interpretations among

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different individuals. Despite its universally acknowledged significance, diverse definitions exist, and various institutions offer distinct perspectives on the concept.

However, with the passage of time definition of Good Governance evolved. In 1989 World Bank study "Sub-Saharan Africa-from Crisis to Sustainable Growth", the term 'Governance' was first used to describe the need for institutional reform and a better and more efficient public sector in Sub-Saharan countries. It defined governance as "the exercise of political power to manage a nation's affairs. However, it did not explicitly refer to the connotation 'good'. It was only in the foreword, that former World Bank President Barber Conable (1986-1991) used the term 'good governance', referring to it as a "public service that is efficient, a judicial system that is reliable and an administration that is accountable to its public". The concept of governance was further developed in the World Bank's 1992 publication 'Governance and Development'. In this publication, governance was defined as "the manner in which power is exercised in the management of a country's economic and social resources for development".

In 1998 World Bank's annual report Governance in Asia: From crisis to Opportunity, presented a more cogent concept of good governance. The report elaborates four key components of good governance: accountability, transparency, predictability and participation So, Good Governance signifies a participative manner of governing that functions in a responsible, accountable, and transparent manner based on the principles of efficiency, legitimacy, and consensus for the purpose of promoting the rights of individual citizens and the public interest, thus indicating the existence of political will for ensuring the material welfare of society and sustainable development with social justice.

Corruption and unaccountable administration in India, particularly in Bihar, pose significant challenges to the success of democracy. These issues not only impede the establishment of efficient governance but also hinder the development of a better society. Given the increasing significance of good governance, it is crucial to assess the level of

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awareness among the public regarding this concept. In today's era, the combination of effective governance and well -crafted policies stands out as the essential formula for all societies, be they developed, developing, or underdeveloped. Good governance defines how an organization operates, while public policy serves as the chosen route to achieve the organization's objectives.

According to United Nations, 8 Principles of Good Governance are-consensus oriented, participatory, accountable, transparent, responsive, equitable and inclusive, follows the rule of law, and effective and efficient.

The World Bank introduced the concept in its 1992 report entitled "Governance and Development". According to the document, good governance is an essential complement to sound economic policies and is central to creating and sustaining an environment which fosters strong and equitable development. For the World Bank, good governance consists of the following components: capacity and efficiency in public sector management, accountability, legal framework for development, and information and transparency. The Worldwide Governance Indicators is a program funded by the World Bank to measure the quality of governance of over 200 countries. It uses six dimensions of governance for their measurements, Voice & Accountability, Political Stability and Lack of Violence, Government Effectiveness, Regulatory Quality, Rule of Law, and Control of Corruption. They have been studying countries since1996. Good governance, coupled with E-governance, is poised to shape India's future by establishing an efficient and effective governance system. The ''e'' in e-governance signifies' electronic,' indicating the utilization of Information and communication Technology (ICT) to carry out governance functions and achieve results. In 1987, the launch of NICNET, a national satellite-based computer network, marked a significant milestone, followed by the District Information System of the National Informatics Centre (DISNIC) program in 1990, aiming to computerize all district offices with free hardware and software provided to state governments. Over the years, the expansion of NICNET, combined with advancements in computerization, tele-connectivity, and

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internet access, has led to numerous e-governance initiatives at both Union and state levels. Electronic governance, or e-governance, involves applying Information Technology to government processes, fostering SMART governance (Simple, Moral, Accountable, Responsive and Transparent).

According to the 2023, Chandler Good Governance, Singapore ranks 1st and India slipped to 57th position decline of five position compared to the last year. According to Department of Administration Reforms and Public Grievances (DARPG), government of India (2020-2021) which releases good governance index, it has divided into four groups- Group -A State ,Group -B State, UTs and North East and Hilly States. Gujarat ranks 1st in group -A. Bihar was placed in group-Band it ranks 6th group.

Citizen-centric governance; Good and Citizen-centric governance rests at least on three pillar The Right to information, time-bound delivery of public services and redressal of public grievances. The Right to Information Act 2005 ensured that citizens across the country could approach various arms of the central and state governments and demand as a right, information related to their queries. About 20 state governments have passed legislation providing a legal right to citizens for delivery of time-bound services. Bihar was one of the pioneers with its Right to Public Services (RTPS) Act 2011. The first state to implement an end-to-end MIS, Bihar was the source of inspiration for many states. The third aspect of governance, grievance redressal has seen various reforms by state and central governments, mainly based on two concepts: one of a public hearing and another of using information technology for process monitoring. The main weakness of these systems was that the systems were fairly insular and remained within the hierarchies of departments. All these have undergone a radical change in Bihar with the implementation of the Bihar Right to Public Grievance Redressal Act since June 2016.

In the direction of Good Governance, Bihar government had introduced Bihar Right to Public Grievances Redressal Act (BRPGRA).The Bihar Right to Public Grievance Redressal Act (BRPGRA),2015 was notified by the Government of Bihar on 28th August 2015 ,and it was implemented on 5th June 2016.It is administered by Bihar

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Administrative Reforms Mission under the General Administration Department. The design of the BRPGRA with the creation of a legal right to residents of Bihar, an Independent quasi-judicial authority to ensure hearing and redressal. The BRPGRA focused clearly on the processes that produced what the citizens (Consumers) Wanted redressal not Just disposal of the case. The past system were not backed by a legal right. It was not unusual for the complainant to file the same grievances again. The focus on processes to produce a result desired by the resident of Bihar is one of the most significant changes that Public Grievances Redressal Act has brought about. There is also a website i.e. www.lokshikayat.gov.in maintained by the implementing department with details of guidelines issued,provisions to track complaints and reports on performance.

These laws empower citizens to demand public services and hold the state accountable for non-delivery or delayed delivery of services. In India, the stratifications in the society, has created an imbalanced power symmetry between ordinary citizens and the state, being highly tilted towards the state. These laws have significantly shifted the power equation in the delivery of public services. The basic premise of the Bihar Right to Public Grievance Redressal Act 2015 (BRPGRA) has been to enhance and make government responsive to citizen's demands and put in place a process to make the governance system accountable and responsive to public needs.

BRPGRA represents a leap ahead in this direction of making the public authorities accountable and empowers the citizens by giving them a platform to find redressal to their varied grievances. As noted, a pioneering initiative in India and the world at large, it represents a major initiative that is seen to make governance directly and specifically responsive to the both grievances of citizens and creating enabling conditions that improve the quality of life generally. A major breakthrough, the Act, in a very clearly defined and designated system in place, facilitating timely redressal on arrange of grievances. The BRPGRA to a great extant closes this gap and creates an independent

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platform and a right for the citizens to legally and legitimately, demand redressal from the said official / department against which they have grievances.

The Act provides a legal right to file any grievance, time-bound redressal (maximum 60 days) and an opportunity for hearing and redressal. The act has adequate rules to cover all public services being offered by the state government. By making grievance redressal a right for citizens, the system has made all public authorities accountable to citizens. In addition, failure to perform their functions as mandated, can lead to penalties (ranging from Rs.500 to Rs.5,000) as per the Act and Rules, and can invite departmental proceedings against the erring officers . The BRPGRA by its complete openness in terms of – registering of complaint; sending of notice to the public authority; holding of hearing; and issuing of order makes the citizen aware of the entire process. All 44 departments and 478 schemes and programs covered under the act . 1 state PGRO, 22 Departmental PGROs, 38 District PGROs and 101 Sub-District PGROs appointed to address needs of citizen grievances all over the state . Even while issues under Negative List are outside the purview of the act, efforts are made to direct them to competent authorities / units for redressal.

Since implementation of Bihar Right to Public Grievance Redressal Act on 6 june 2016 till February 2024 above 15 lakh 26 thousand grievances have been received out of which above 14 lakh 92 thousand has been successfully resolved which is around 97% . After the notification in 2015, with a strong infrastructure base, dedicated, independent and well trained human resources and a completely online software system, implementation of this innovative initiative began on June 05, 2016 on the Sampoorn Kranti Diwas.

According to official website of BRPGRA, data released in 2018 on the completion of two year of this act. One of the achievements of this act is 88% cases are disposed ,10% cases pending (within time limit) and 2% pending (beyond time limit). Penalty and Disciplinary Action Rs.7.5 lakh Imposed on total of 254 public Authorities facing disciplinary action. On taking feedback :89% complaints satisfied with this system.

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STATEMENT OF RESEARCH PROBLEM

Enactment and implementation of BRPGRA is a sine qua non for good governance in Bihar. The present study will explore the interrelationship between the two and examine the efficacy and impact of BRPGRA.

RESEARCH QUESTIONS

- What are the impacts of good governance on people of Bihar?
- What are the impacts of citizen-centric governance in various other states?
- Is BRPGRA helpful in reducing corruption and red tapism in Bihar?
- Are all sections of society benefitting from BRPGRA?
- What are the loopholes which need to be addressed in BRPGRA?

REVIEW OF LITERATURE

BOOKS

S.L. Goel (2007) in his book ***"Good Governance: An Integral Approach"*** discusses about the concept of good governance and analyzing the necessity of Good Governance in legislature ,judiciary and executive as these institutions are the Guardians of the people and only through these institutions, genesis of good governance can be realized in practice .All the three organs of government must exhibit good governance so that people can feel the fragrance of good governance.

Sam Agere (2000) in his book ***"Promoting Good Governance; Principles, Practices and Perspectives"*** discusses about concepts and issues in governance and how accountability and transparency are required in delivering public services. Good governance is used both

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and transparency are required in delivering public services. Good governance is used both as a means and as a end in itself if it addresses all its major elements satisfactorily. Links between Democracy and elements of good governance are also discussed here.

Henk Addink (2019) in his book ***"Good Governance; Concept and Context''*** discusses how governments should give greatest possible benefits to society. An innovative study of the concept of 'good governance' and how it operates at a national level. Governance concerns a state ability to serve its citizens. It involves the rules, processes and behaviour whereby interests are articulated, resources are managed and power is exercised in society.

Abhishek Dubey (2021) in his book "***Good Governance in India ; Role of Political Parties ''*** .discussed interconnection between good governance and democracy .It also discusses how Political parties playing important role in good governance and various challenges which are emerging in good governance

Arun Sinha (2011) in his book ***"Nitish kumar and the Rise of Bihar"***; discusses how Nitish kumar ascent in Bihar unfolds against a backdrop of social and political upheaval, as explored in the insightful study, "Nitish kumar and the Rise of Bihar". This work serves as a keen examination of Indian electoral politics, presenting a compelling political drama enriched with factual details and an inclusive analysis of the state's tumultuous journey. Sinha skilfully navigates Bihar's intricate political landscape, showcasing Nitish kumar strategic prowess in prioritizing governance pillars such as law and order, infrastructure, education and healthcare.

N. K. Singh and Nicholas Stern (2013) in his book, ***"The New Bihar"*** discusses, In the 1990s, Bihar faced developmental setbacks, failing to capitalize on India's economic growth due to a decline in governance standards. A Pivotal shift occurred on November 25 when the Nitish kumar government took charge ,swiftly initiating reforms in

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governance ,infrastructure, education (with a focus on primary and girls' education),health ,and agriculture.

Utsav kumar Singh book in his book ***"Human Development in Bihar, India Experiences of Millenium Development Goals''(2022)***.This book delves into the contemporary challenges facing Bihar ,India ,assessing its progress against Millennium Development Goals (MDGs) indicators and examining governmental efforts at advancing human development .Learning from past mistakes ,it advocates for sustainable human development while offering a thorough examination of Bihar's human development index and analyzing the impact of COVID-19,both nationwide and specifically within Bihar. Despite India's strides in development ,certain states ,including Bihar ,have lagged behind. Bihar ranks lowest in human development according to the 2020 Human Development Index. Nonetheless, the state harbors potential for resurgence, thanks to various pro-poor policies implemented by its government over the past two decades, which are scrutinized in detail.

Shikha Jain in her book ***"Good Governance & Media in Bihar" (2021***) discusses about fourth pillar of democracy i.e. media and how media is contributing towards good governance. This book also discusses about various welfare schemes related with good governance.

Dr .A.M Jha and ***Dr. Minni Thakur*** in their book ***"Bihar towards Good Governance"(***2012) discusses about characteristics of good governance in Bihar , various challenges confronting good governance in Bihar , why there is need for good governance and how it is related with democracy and development.

BRPGRA (Original Copy) says about Short title, extent and commencement ,definitions of act, notification of Public Grievance Redressal officers, first appellate authority ,second appellate authority and revision authority and stipulated time limit ,Notification of Department Wise schemes , Programs and services on which complaint may be filed , Right to get opportunity of hearing and redressal on complaint within the stipulated time

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limit, Establishment of information and facilitation Centre, Appeal, Penalty, Revision, Protection of action taken in good faith, Bar of Jurisdiction of courts , Provisions to be in addition to existing laws, Provisions to be in addition to existing laws, power to make laws ,removal of difficulties etc.

ARTICLES

Gupta, Mayank (2023) in article "***Good Governance in India: Challenges and Way Ahead*** examines the pivotal concept of "Good Governance'' in the context of India ,outlining its significance for sustainable development and effective national operation given the country's extensive and diverse populace. Beginning with an elucidation of the concept and its essential features, the paper proceeds to underscore the imperative for good governance. Subsequently, it investigates the formidable challenges hindering good governance in India, including corruption, lack of accountability, legal complexities, and political criminalization. Moreover, the review highlights various governmental initiatives aimed at promoting good governance in India. Finally, to address the identified obstacles and bolster good governance.

Aggarwal, Aparna (2023) in article ***Which Factors Determine Good Governance*** ?highlighted the multifaceted nature of effective governance, encompassing transparency, stakeholder engagement, accountability, autonomy, and policy coherence. Infrastructure performance, on the other hand, is shaped by factors such as institutions, stakeholder interests, data availability, incentives, theoretical frameworks, ideological ideals, and human leadership. These factors collectively determine the regularity system's ability to address challenges. Recent years have witnessed significant efforts to enhance governance quality, signaling a proactive response from established political systems to emerging issues. However, the persistence of armed groups driven by ideological motives has led to a resurgence of violence in many regions, underscoring the importance of understanding variables that contribute to good governance.

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Himanshu Jha (2022) in his article ***"Interrogating settled Terrains of state capacity: Explaining Governance Reforms in a low-capacity Mileu".*** discusses about governance policies implemented in Bihar, focusing on the principles of transparency and accountability. One notable initiative is "Jaankari" which exemplifies governance through transparency and accountability. Additionally, we'll explore the state of law and order in Bihar and the significance of chief Minister Nitish Kumar's "Janta ki Darbar".

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Sanhita Joshi (2018) in her research article, ***"Revisiting Philosophy of Governance in Kautilya's Arthasastra"*** revisits the ideological and philosophical contributions of Kautilya and tries to relate them with the modern-day context, changes and challenges. The author tries to emulate the Kautilyan philosophy of governance that strives to achieve 'Yogkhsem' of the people which is to be achieved through the path of Sushashan (Good Governance), able and stable leadership.

Dr. Rahul Tripathi in his Article ***"Good Governance: Origin, Importance and Development in India'' (2017)*** in (International Journal of Development Research Vol. 07, Issue, 11, pp.16968-16970, November, 2017) had discussed how concept of good governance evolved over time from mid-16th century. Various definition on good governance by World Bank, IMF, UN are also discussed here in this article. The idea of good governance is not new in India, it sexists in ancient and modern time too where kings were bound by dharma also called Raj Dharma which means to ensure good governance for the people.

Vinod Vyasulu (2015) in his research paper, ***"Good Governance in India: How Good or Bad?"*** highlights how Good Governance practices are a necessary condition for a country to grow economically, reduce poverty and to improve essential service delivery. He says the use of the adjective 'good' has a positive moral connotation. The article examines Indian experiences and practices in good governance and how important is the role of

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state in it. It also talks about how important it is for the country to have the right kind of state and asks researchers to turn their attention towards it.

Bo Rothestein (2012) in his article, ***"Good Governance"*** published in the 'Oxford Handbook of Governance' elaborates on the definitions and conceptions of Good Governance. It speaks on Good Governance as absence of corruption, links Good Governance and Democracy and Good Governance as government efficiency. It suggests Good Governance doesn't only mean certain qualities of government institutions but also to government interaction with private sector, business and voluntary organizations. It concludes that Good Governance is based in a normative theory which acts as a light house for what should be regarded as good.

OBJECTIVES

- To evaluate the role of grievance redressal in public policy.
- To examine the role of BRPGRA as a tool of good governance in Bihar. .
- To explore the obstructions and challenges to BRPGRA in Bihar.
- To measure at what extent good governance making democracy strong.
- To measure the impact of citizen-centric governance in various other state.

HYPOTHESIS

- There is positive relation between efficiency of BRPGRA and good governance in Bihar.
- BRPGRA is a milestone towards citizen -centric governance.
- BRPGRA is helpful in getting benefit of Public Welfare Scheme .

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RESEARCH METHODOLOGY

Historical-analytical method will be adopted for this Study.A mixed methodology of both Qualitative and Quantitative method will be used while conducting the research. Data would be collected from both Primary and Secondary sources. Comprehensive analysis of available documents with all implementing agencies such as Bihar Prashasanik Sudhar Mission Society office and published research paper on public service delivery in India will also be used .Interview and Questionnaire method will be used for collection of data .A Comparative method will be used for analyzing Grievance Redressal System in various other state.

CONTRIBUTIONS OF THE RESEARCH WORK TO THE DISCIPLINE AND ALLIED DISCIPLINES

In addition to the discipline of Political Science , This work will be helpful in disciplines like Public Administration, Public Policy, Economics and Political Sociology etc.

TENTATIVE CHAPTERS

Chapter I - Introduction

Chapter II - Good Governance and Democracy

Chapter III - Enactment of BRPGRA and comparative study with other states

Chapter IV- BRPGRA and its impact on Development of Bihar

Chapter V - Challenges and Prospects of Good Governance and BRPGRA in Bihar

Chapter VI - Conclusion & Recommendations

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